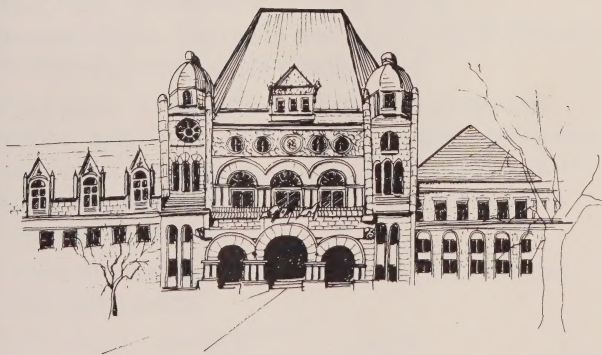



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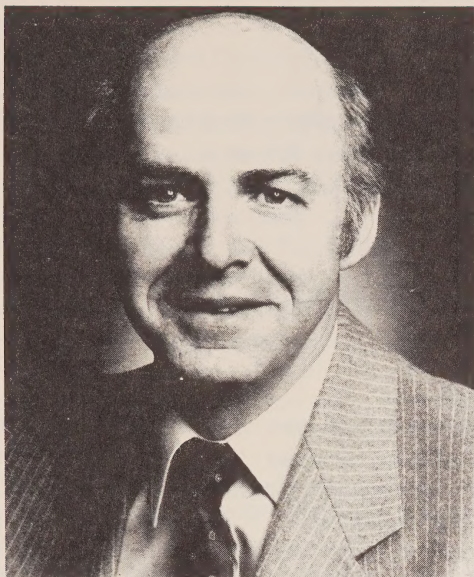
Guide to Ontario Government Programs and Services for Disabled Persons

November 1985





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*A Message from the Honourable Tony Ruprecht,
Minister Without Portfolio for Disabled Persons*

As Minister for Disabled Persons, I am pleased to provide you with a copy of the GUIDE TO ONTARIO GOVERNMENT PROGRAMS AND SERVICES FOR DISABLED PERSONS, which outlines the many services available in this province.

You will find general information on a wide range of programs such as accommodation, support services, education, employment, recreation and transportation. The guide also lists points of contact for further details on specific services.

Past users of the guide have found it extremely helpful, and I am sure that this new edition will assist individuals and organizations in understanding and using the growing number and range of programs available in Ontario.

I welcome this opportunity to provide you with this informative guide.

A handwritten signature in black ink, reading "Tony Ruprecht". The signature is fluid and cursive, with a long horizontal stroke at the end.

Tony Ruprecht

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Inquiries

General Inquiries

For additional information on the programs listed in this booklet, or referral to other provincial government programs and services call:

Toronto—Citizens' Inquiry Bureau	965-3535
Ottawa—Access Ontario	566-2721
London	679-7000
Sudbury	675-4574
Thunder Bay	475-1110

From other parts of Ontario, dial zero and ask for Zenith Ontario.

You may also call the Citizens' Inquiry Bureau at (416) 965-3535, collect.

Telephone Inquiries (French)

For general information in French on Ontario government programs, call Renseignements-Ontario at 1-800-268-7507. From area code 807 only, call (416) 965-3865, collect.

TTY/TDD Services

To request and receive general information on Ontario government programs via TTY/TDD services, dial 965-5130 in Toronto, 566-2761 in Ottawa or 1-800-268-7095 (toll-free) from other parts of Ontario.

Northern Affairs Offices

In 29 Northern Ontario communities information is provided by the Ministry of Northern Affairs and Mines on all Ontario government programs and services. If disabled persons need assistance in dealing with the government, Northern Affairs staff will assist and, if necessary, make visits to homes.

For further information contact the nearest office in your vicinity, listed at the back of this guide.

Secretariat for Disabled Persons

The Secretariat for Disabled Persons provides information on programs and services available through various government ministries and from other levels of government and the community. Qualified personnel will also assist disabled persons and their families in reaching the appropriate ministry/agency.

For more information, contact:

Secretariat for Disabled Persons
3rd Floor, 700 Bay Street
Toronto, Ontario
M5G 1Z6
(416) 965-3165
TTY/TDD (416) 965-8042

Access

Blind Persons Rights Act

Enacted in 1976, the Act ensures rights of blind persons who depend on guide dogs to be granted entry to any place and provision of any services which are available to the general public. Simply stated, it is against the law to discriminate against persons whose blindness makes them dependent on white canes or guide dogs.

Guide dog users living in Ontario carry identification cards which state the law. Visitors to the province will have a card identifying themselves and the guide dog. These cards will be shown on request and must be honoured.

For more information or to apply for an identification card, picturing the guide dog and blind owner, contact:

Ministry of the Attorney General
Human Resources Branch
14th Floor, 18 King Street East
Toronto, Ontario M5C 1C5
(416) 965-2552

Libraries

A professional librarian acts as a provincial co-ordinator dealing with services for disabled persons. The co-ordinator can provide information to the Ontario Library Service areas and local libraries.

The number to call for this service is:

Toronto (416) 965-2696

The Arts

Disabled patrons can check facilities at art galleries and theatres with the following organizations:

Ontario Association of Art Galleries
439 Wellington Street West
Toronto, Ontario M5V 1E7
(416) 598-0714

Theatre Ontario
7th Floor, 8 York Street
Toronto, Ontario M5J 1R2
(416) 366-2938

In the Toronto vicinity only, contact:

Toronto Theatre Alliance
3rd Floor, 57 Adelaide Street East
Toronto, Ontario M5C 1K6
(416) 366-6882

Museums

A "Museum Note" detailing practical information on community museums and accessibility for the disabled visitor, is available from the Heritage Branch of the Ministry of Citizenship and Culture.

The primary objective of this publication is to familiarize museum staff with the needs and concerns of disabled persons, as identified within the museum context.

To receive a copy, contact:

Heritage Branch
Ministry of Citizenship and Culture
2nd Floor, 77 Bloor Street West
Toronto, Ontario M7A 2R9
(416) 965-3937

Intervenor Services

Co-operating with the Canadian National Institute for the Blind, the Ministry of Community and Social Services provides a variety of alternative communication methods to ensure deaf/blind adults have access to the widest possible range of information.

For additional information contact your nearest CNIB office, as listed in the telephone directory.

If there is not a CNIB office in your area, contact the nearest Ministry of Community and Social Services office listed in the back of this guide or the CNIB Toronto office:

Canadian National Institute for the Blind
Deaf/Blind Services
1929 Bayview Avenue
Toronto, Ontario M4G 3E8
(416) 486-2500

Interpreter Services

Co-operating with the Ontario Association of the Deaf and the Canadian Hearing Society, the Ministry of Community and Social Services provides such services as language interpreters for profoundly deaf individuals.

For additional information contact any regional office of the Canadian Hearing Society listed in the telephone directory (TTY/TDD numbers are also listed).

If there is not a Canadian Hearing Society office in your area, contact the nearest Ministry of Community and Social Services office or the Society's Toronto office:

Canadian Hearing Society
Interpreter Services
271 Spadina Road
Toronto, Ontario M5R 2V3
Voice: (416) 964-9595
TTY/TDD: (416) 964-2066

Ontario Advisory Council on the Physically Handicapped

The Ontario Advisory Council on the Physically Handicapped provides advice to the government on a wide range of matters pertaining to physically disabled persons. Members are appointed to Council from across the province.

Council meets regularly in Toronto and may hold meetings or public forums throughout the province.

The Council is not a funding body, does not undertake case management or research and is not involved in the delivery of programs. However, Council is always interested in hearing from groups or individuals representing those with physical disabilities.

Copies of the annual report and additional information on Council activities are available by contacting:

Ontario Advisory Council on
the Physically Handicapped
2nd Floor, 700 Bay Street
Toronto, Ontario M5G 1Z6
(416) 965-9537 (collect calls accepted)

Consumer Information Centre

The Consumer Information Centre at 555 Yonge Street in Toronto provides a wide range of informative and educational materials for consumers.

The Centre also makes information available to deaf, and/or hearing-impaired persons through the use of a special telephone device (TDD). Fact sheets on basic buying skills adapted for developmentally handicapped persons are available.

For further information, contact the Consumer Information Centre by telephone or in writing, at:

Ministry of Consumer and Commercial Relations
1st Floor, 555 Yonge Street
Toronto, Ontario M7A 2H6
(416) 963-1111 (Toronto area)

1-800-268-1142 (toll-free, excluding area code 807)

residents in area code 807 call collect

(416) 963-1111

TTY/TDD (416) 963-0808

Government Buildings

Ontario government buildings are made accessible to disabled persons, where possible, through the provision of ramps, washroom facilities and other modifications.

Technical advice related to design features for disabled persons, in new buildings and existing facilities, is provided by the Office of Barrier-Free Design.

Address inquiries and suggestions regarding the improvement of accessibility to:

Ministry of Government Services

Design Services Branch

Office of Barrier-Free Design

10th Floor, Ferguson Block

Queen's Park

Toronto, Ontario M7A 2G3

(416) 965-2806

Public Buildings

Part 10 of the Ontario Building Code is continually under review to help meet the needs of disabled persons.

This Part applies to new buildings and to extensions or material alterations to existing buildings. Some examples of these include auditoriums, churches, lecture halls, restaurants, banks, department stores, public service buildings and parking garages.

Office buildings must have accessible washrooms and recreation facilities must provide accessible locker rooms and showers.

For additional information, contact:

Ministry of Housing
Buildings Branch
2nd Floor, 777 Bay Street
Toronto, Ontario M5G 2E5
(416) 585-6657

To purchase copies of the Building Code contact:

Ministry of Government Services
Publications Centre
5th Floor, 880 Bay Street
Toronto, Ontario M7A 1N8
(416) 965-6015 (Toronto area)
1-800-268-7540 (toll-free excluding the 807
area)
(callers in area code 807 should ask the
operator for Zenith 67200)

or, in person at:

Ministry of Government Services
Ontario Government Book Store
1st Floor, 880 Bay Street
Toronto, Ontario M7A 1N8
(416) 965-2054 (Toronto area)

Accommodation and Support Services

Geared-to-Income Housing and Modifications

Ontario Housing Corporation, part of the Ministry of Housing, provides rent-geared-to-income accommodation to qualified applicants, including physically, developmentally and psychiatrically handicapped persons.

Physically handicapped adults are eligible to apply for subsidized housing provided they are able to live independently. Where practical, modifications such as the installation of grab bars in washrooms may be made to meet the needs of the individual.

Additionally, a percentage of all new housing units built by the Ontario Housing Corporation is designed to accommodate individuals who use wheelchairs.

Developmentally handicapped adults are also eligible for rent-geared-to-income housing. Such persons must be capable of independent living, based on the assessment of a professional agency. Psychiatrically handicapped adults are also eligible to apply.

Rent-geared-to-income housing is managed by 58 local housing authorities. Each housing authority receives and assesses applications for assisted housing in its own area. Inquiries should be directed to local housing authority offices, listed in the blue pages of the telephone directory under the Ministry of Housing.

Disabled persons requiring attendant care and residing in special independent living accommodations, benefit from the rent-geared-to-income scale. In those designated projects, the Ministry of Community and Social Services provides home support services.

Rent Supplement Program

Ontario Housing Corporation acquires the use of rental units in properties not owned by the corporation, with qualified tenants paying rents based on their incomes.

The federal and provincial governments subsidize the difference between the rent paid by tenants and the full rental rate negotiated between the corporation and the landlord.

The landlord chooses prospective tenants from the local housing authority priority list for rent-geared-to-income housing.

For further information contact your local housing authority office, listed in the blue pages under the Ministry of Housing.

Ontario Home Renewal Program

Physically disabled homeowners or homeowners with physically disabled relatives living with them may qualify for assistance if they wish to make modifications while upgrading their homes.

Special maximum loans of up to \$9,500 recognize the extra costs involved in alterations that make homes more accessible, both inside and out.

Dwellings must be below minimum housing standards for established municipalities. Other program criteria, such as maximum annual qualifying income, apply. Depending on the household income, a portion of the loan may be forgivable.

OHRP is administered by municipalities in many areas of the province. Check with your local municipal office. In communities without municipal boundaries, the program is administered by Ontario Housing Corporation, in conjunction with the Ministry of Northern Affairs and Mines.

Disabled and Seniors in the Community Program

Administered by the Ministry of Revenue, the program allows property owners to claim a property tax exemption for home improvements made to accommodate people of any age with physical or mental disabilities which would otherwise require that they live in institutions.

For further information contact the nearest Property Assessment regional office, listed in the blue pages of the telephone directory.

Attendant Care

The Ministry of Community and Social Services, in co-operation with the Ministry of Housing, provides support services to physically disabled adults living in designated group home and apartment projects, on a 24-hour basis. Services include various types of personal care, housekeeping, meal preparation and laundry service. Food costs are the responsibility of

residents and rent is paid on a geared-to-income formula.

Outreach Attendant Care provides personal attendant care (only), to some disabled adults living in their own homes.

Additional information is available from a Ministry of Community and Social Services office, listed at the back of this guide.

Community Services for Developmentally Handicapped Persons

There are many support services available to assist developmentally handicapped adults to live independently in the community. In addition, there are services for developmentally handicapped children administered by the Ministry of Community and Social Services, community agencies and facilities for the mentally retarded. Services for adults and children may include:

- accommodation in special residences and group homes;
- adult protective services;
- communications (specialized communication skills);
- life-skills training;
- behaviour management;
- adult education programs;
- recreational and social activities;
- assessment and diagnostic facilities;
- family counselling;
- day nurseries;
- parent relief;
- community outreach programs, and
- special programs for retarded children with additional disabilities such as hearing or sight loss.

For further information contact the nearest Ministry office, listed at the back of this guide.

Homemakers and Nurses Services Program

Under this program homemakers and nurses will visit elderly, handicapped or convalescent people so they can remain in their homes instead of going to a hospital or other institution.

Homemakers may prepare meals, shop, do light laundry and cleaning or provide personal care services such as dressing. Nurses provide health care. These support services are administered by the Social Services Department of local municipalities, which may use their own nurses and/or homemakers or the services of agencies such as the Victorian Order of Nurses, the St. Elizabeth's Order, the Canadian Red Cross Society and the Visiting Homemakers Association. Part of the funding for this program is provided by the Ministry of Community and Social Services.

Payment for these services is according to the recipient's ability to pay. To be eligible, the recipient must live in the municipality.

For further information contact a local municipal Social Services office or the nearest area office of the Ministry of Community and Social Services, listed at the back of this guide.

Group Homes

Accommodation in group home settings is provided by the Ministry of Correctional Services in a number of areas across the province for clients who have physical and/or learning disabilities.

Clients are referred to the facilities by the superintendents of the institutions where they are incarcerated.

To obtain further information on the programs at these facilities contact:

Ministry of Correctional Services
Community Development Unit
Offender Programming Branch
2001 Eglinton Avenue East
Scarborough, Ontario M1L 4P1
(416) 750-3475

For further reference to Group Homes, please refer to page 13, under "Attendant Care".

Home Care Services

Acute Home Care: This is a service provided to Ontario residents requiring treatment who cannot attend out-patient facilities. Nursing, physiotherapy, occupational therapy, social services, speech therapy and homemaking can be made available in a person's home.

Chronic Home Care: Ontario residents requiring a minimum of three professional visits a month are eligible for Chronic Home Care. Services are similar to those in the Acute Home Care program and they enable recipients to live in their homes for as long as possible. A more detailed description of the program is outlined in the pamphlet, "Getting Well Quickly—At Home".

Health Support Services in the School Setting: These services meet the special health needs of students without interrupting their educational program. Working in co-operation with local boards of education and parents, local Home Care Programs ensure that the needs of the child are carefully assessed. Appropriate programs may include regular visits to the child in school by a nurse, physiotherapist, occupational and/or speech therapist, pathologist, nutritionist or any other health personnel. The Home Care Program can also provide consultation and instruction to school personnel.

For further information on the above services, contact the nearest office of the Ministry of Health Home Care Program, listed at the back of this guide or:

Ministry of Health
 Communications and Information Branch
 9th Floor, Hepburn Block
 Queen's Park
 Toronto, Ontario
 M7A 1S2
 (416) 965-3101
 OR
 Zenith 6-9100

Education

Elementary and Secondary Schools Programs

As of September 1, 1985, school boards are required to provide special education programs and services for their exceptional pupils. This includes pupils who may be physically handicapped, blind, deaf, gifted, and/or developmentally handicapped. To assist school boards with the cost of providing the required programs and services, the Ministry of Education provides additional grants.

Programs and services provided by school boards receive further assistance from the Ministry through:

- grants for programs that are in place of programs offered by Provincial Schools for the Blind and Deaf;
- special transportation allowances for adapted vehicles and individualized transportation;
- capital grant allowances for altering existing facilities to accommodate disabled pupils;
- grants for personalized special equipment.

At present, school boards are encouraged to provide, directly or indirectly, a continuum of service that would provide as full a range of placements as possible to meet the needs of each exceptional pupil.

Schools for the Blind

The W. Ross MacDonald School is a residential school in Brantford, providing instruction from kindergarten on through secondary school graduation, for visually handicapped and deaf/blind students for whom no suitable program is available through local school boards.

Additionally, the school provides training for teachers to the blind and deaf/blind and serves as a provincial resource centre which offers psychological and assessment services, large print learning materials and consultative services to school boards which are developing educational programs for visually handicapped persons.

For more information, contact:

W. Ross MacDonald School
350 Brant Avenue
Brantford, Ontario N3T 3J9
(519) 759-0730

Schools for the Hearing-Impaired

Three schools provide educational instruction from kindergarten to secondary school graduation, for hearing-impaired students for whom no suitable local board program is available. These are: Sir James Whitney School, Belleville; Ernest C. Drury School, Milton and Robarts School, London. For further information, contact:

Sir James Whitney School
350 Dundas Street West
Belleville, Ontario K8P 1B2
(613) 962-5361

Ernest C. Drury School
255 Ontario Street South
Milton, Ontario L9T 2M5
(416) 878-2851

Robarts School
 1090 Highbury Avenue
 P.O. Box 7300
 London, Ontario N5Y 4V9
 (519) 453-4400

In addition to providing on-campus teacher training programs, the schools serve as regional resource centres by providing consultative services to school boards developing local programs, providing audiological and psychological assessment services and counselling for parents of pre-school children.

Provincial Developmental Centres' Schools

Educational opportunities are provided in 11 schools within Developmental Centres. They are for retarded, emotionally disturbed, socially maladjusted and multi-handicapped pupils referred by the Ministry of Community and Social Services.

Resource services, including consultation, liaison and assessment, are provided to school boards, parents and local agencies. For further information see the listings at the back of this guide.

Children's Treatment Centres

The Ministry of Education shares the cost of providing education and other services to physically disabled children at treatment centres across Ontario.

For additional information on education programs in Children's Treatment Centres contact:

Ministry of Education
 Provincial Schools Branch
 17th Floor, Mowat Block
 Queen's Park
 Toronto, Ontario M7A 1L2
 (416) 965-2619

Programs of Education in Non-School Settings

Local school boards provide instruction for school-age children who are homebound or hospitalized due to temporary illness or disability.

The minimum three hours per week instruction may be augmented by correspondence courses.

For further information contact the local school board or:

Ministry of Education
Special Education Branch
17th Floor, Mowat Block
Queen's Park
Toronto, Ontario M7A 1L2
(416) 965-2662

Post-Secondary Education Facilities for Disabled Students

Disabled students attending almost any one of Ontario's post-secondary institutions will find their needs at least partially accommodated.

The Ministry of Colleges and Universities publishes a directory of these institutions entitled, "Horizons, a guide to post-secondary education in Ontario." In addition to the information contained in the guide on academic and financial services available at each school, are listings of co-ordinators of disabled students' services and facilities available to disabled students at each college and university in Ontario.

To obtain a copy of "Horizons" or for more information regarding other programs and services contact:

Ministry of Colleges and Universities
14th Floor, Mowat Block
900 Bay Street
Toronto, Ontario M7A 1L2
(416) 965-6407

The five Colleges of Agricultural Technology operated by the Ministry of Agriculture and Food have made efforts to increase the level of accessibility available to the disabled student. Many new buildings have been designed to be accessible and, where possible, older buildings are being modified with ramps, accessible washrooms and other facilities.

For further information, contact:

Ministry of Agriculture and Food
Education and Research Division
1st Floor, Guelph Agriculture Centre
P.O. Box 1030
Guelph, Ontario N1H 6N1
(519) 823-5700

Transcription Services for Post-Secondary Students

The Ministry of Colleges and Universities offers a braille and audio transcription service for print-handicapped post-secondary students. Students can make requests through their school for transcriptions of course-related textbooks and reference materials.

For further information contact any college or university, or:

W. Ross MacDonald School
350 Brant Avenue
Brantford, Ontario N3T 3J9
(519) 759-0730

Student Bursaries

The Ministry of Northern Affairs and Mines, in conjunction with the Ministry of Community and Social Services and the Ministry of Health, provides bursaries of \$5,000 each to students in professional social service and certain medical service programs to locate in Northern Ontario. One year of service for each year of bursary is expected, with the hope the graduate will remain in Northern Ontario.

Eighteen bursaries in speech pathology, psychometry and social work are funded by the Ministry of Northern Affairs and Mines and administered by the Ministry of Community and Social Services.

Medical disciplines eligible for bursaries include: audiology, speech pathology, physiotherapy and occupational therapy. Bursaries granted to graduates of these groups are funded by the Ministry of Northern Affairs and Mines and administered by the Ministry of Health.

For the nearest Northern Affairs office, see the back of this guide.

Employment

Equal Employment Opportunities

The Civil Service Commission's policy provides for equality of employment opportunities for disabled persons in the Ontario Public Service. Initiatives supporting this policy include:

- outreach recruitment, in co-operation with agencies for disabled persons, through the Council of Equal Employment for the Disadvantaged (CEED);
- awareness training;
- improvement of accessibility to government facilities;
- provision of work assignments under a rehabilitation program.

For additional information on the initiatives listed above, contact:

Ontario Civil Service Commission
Staffing Services Section
Employment Office
1st Floor, Frost Building South
Queen's Park
Toronto, Ontario M7A 1Z5
(416) 965-6081

Vocational Rehabilitation Services

The Ministry of Community and Social Services offers this program to provide a wide variety of services to enable persons vocationally handicapped by physical, emotional or intellectual disabilities to prepare for employment.

Services provided include vocational counselling and assessment, the provision of assistive devices, vocational training and job placement.

Vocational rehabilitation counsellors are situated in most of the Ministry's offices across the province. Applicants unable to get to a Ministry office may be visited at home.

Vocational Rehabilitation Workshops

The Ministry partially funds non-profit organizations to operate workshop programs that provide vocational assessment, training and/or sheltered employment for disabled persons. There are 170 such workshops in the province.

Ontario Youth Corps

Disabled youths between the ages of 15-29 may find employment through the Ontario Youth Corps program. Administered by the Ministry of Skills Development, the program gives important life skills training and job experience to young participants.

For more information, contact:

Ministry of Skills Development
(416) 963-2255

Or

Ontario Youth Hotline
1-800-263-7777 (toll free)

Employment Standards Act and Regulations

The Employment Standards Branch of the Ministry of Labour, enforces the Employment Standards Act and Regulations which provide basic protection and standards for Ontario workers, including handicapped persons.

The booklet "A Guide to the Employment Standards Act" outlines the basic protections, in readable form. It can be received, free of charge, by contacting:

Ministry of Labour
Employment Standards Branch
3rd Floor, 400 University Avenue
Toronto, Ontario M7A 1V2
(416) 965-5251

Handicapped Employment Program

This program works to increase employment opportunities for disabled persons through:

- extensive contact with employers to encourage positive personnel practices in employing disabled persons;
- supporting local employment projects initiated by agencies and self-help groups;
- conducting seminars for health care professionals which focus on their role in the employment of disabled persons, and
- identifying and suggesting methods to overcome employment barriers to the disabled job seeker and the employer.

The Ministry of Labour publishes a number of information kits that are of assistance to handicapped persons and employers. For these and any additional information contact:

Ministry of Labour
 Handicapped Employment Program
 10th Floor, 400 University Avenue
 Toronto, Ontario M7A 1T7
 (416) 965-2321
 TTY/TDD (416) 965-2817

Ontario Human Rights Code

The Human Rights Code of the province protects, among others, mentally and physically disabled persons from discrimination in these areas:

- services, goods, facilities;
- accommodation;
- contracts;
- employment, and
- membership in vocational associations and trade unions.

The Code forbids harassment of handicapped persons in the areas of employment and accommodation. It also forbids reprisals against anyone lodging a complaint. The Ontario Human Rights Commission publishes several brochures, including : “Human Rights—Discrimination Because of Handicap”.

For additional information or literature, contact your nearest Ontario Human Rights Commission office, listed in the telephone directory or:

Ministry of Labour
 Ontario Human Rights Commission
 12th Floor, 400 University Avenue
 Toronto, Ontario M7A 1T7
 (416) 965-6841

Occupational Health and Safety Act

This legislation seeks to improve worker health and safety in Ontario workplaces.

Section 14(2)(g) of the Occupational Health and Safety Act requires employers to “take every

precaution reasonable in the circumstances for the protection of a worker". This general duty clause provides legislative protection to workers with special needs.

Occupational Health and Safety Division's Safety Studies Service has the capability to provide work related advice in the area of ergonomics (adapting the working environment, including equipment and machinery to suit the needs of the workers).

For additional information, contact the nearest office of the Ministry of Labour, listed in the blue pages of the telephone directory, or:

Ministry of Labour
Occupational Health and Safety Division
9th Floor, 400 University Avenue
Toronto, Ontario M7A 1T7
(416) 965-4125

Workers' Compensation Act

Financial Support and Rehabilitation Services

The Workers' Compensation Board of Ontario provides financial support for wage loss, medical rehabilitation services and vocational rehabilitation assistance for industrially disabled workers whose claims have been approved.

The Vocational Rehabilitation Division's responsibility is to provide personal and employment counselling, job placement, skills training, training-on-the-job, academic upgrading, prosthetic devices and other rehabilitative aids to assist with mobility. Assistance with modifying vehicles, homes or workplaces is also available.

To obtain copies of brochures or additional information on programs and services available contact:

Workers' Compensation Board
2 Bloor Street East
Toronto, Ontario M4W 3C3
Zenith 6-1700 (toll free)

Vocational and Psychiatric Rehabilitation Services

Offered at all ten provincial psychiatric hospitals, these services are designed to render psychiatrically disabled persons fit to engage in a substantially gainful occupation, as provided for under the Vocational Rehabilitation of Disabled Persons Act and Agreement. The majority of the hospitals offer these services to both in-patients and out-patients.

The Ministry of Health also funds Community Mental Health Services Programs, which provide rehabilitation and vocational services. The focus of the programs is the reintegration of the psychiatric patient into the community. Through vocational or skills training, education or socialization, these programs aim to reduce functional deficits and assist the individual toward normal social roles and activities.

For further information on either of these programs contact:

Ministry of Health
Mental Health Operations Branch
8th Floor, Hepburn Block
Queen's Park
Toronto, Ontario M7A 1R3
(416)965-6236

Health Services

Genetic Services

Administered by the Ministry of Health, genetic services include pre-natal diagnostic services, genetic counselling and biochemical services. They are available in the province's five Health Science Centres, in the four community clinics in Northern Ontario and in two community clinics in southern Ontario.

Perinatal Care

The Ministry has established perinatal units in six Ontario centres for the treatment of high-risk mothers and newborn babies. An additional four units are planned.

Two pamphlets are available: "Newborn Screening: ensuring a healthy start" and "Immunize your School children".

For copies of these publications or additional information on perinatal care or genetic services, contact your local municipal health unit or:

Ministry of Health
Communications and Information Branch
9th Floor, Hepburn Block
Queen's Park
Toronto, Ontario M7A 1S2
(416) 965-3101
OR
Zenith 6-9100

Psychiatric Hospital Programs

Psychiatric hospital programs provide a variety of services to adults in acute and long-term care, as well as out-patient services.

Adult Community Mental Health Services Program

The Ministry of Health funds community-based programs for adults in need of mental health services. The programs are designed to reduce the frequency and duration of admissions to psychiatric facilities, to treat patients in the home and the community, and to reduce the risk of mental disorders in high risk groups.

Funded under this initiative are services such as: prevention and self-help programs; counselling and treatment for adults with alcohol and drug-related problems; and housing and rehabilitation services.

For further information, contact:

Ministry of Health
Mental Health Operations Branch
8th Floor, Hepburn Block
Queen's Park
Toronto, Ontario M7A 1R3
(416) 963-2757

Chronic Hospitals and Chronic Units in Public Hospitals

Chronic care is available in hospitals throughout Ontario for those who have long-term illnesses or disabilities which cannot be treated at home.

Chronic care facilities provide patients with room, board and other basic necessities, in addition to required health care.

All chronic care patients who are able, participate in activation programs designed to maintain physical activity and interest in the community.

With increased emphasis on rehabilitation in chronic care facilities, in-patient units provide multi-disciplinary programs for patients who have the potential for improvement.

Out-Patient Rehabilitation Centres

All adult out-patient rehabilitation centres provide comprehensive rehabilitation programs including pre-vocational assessment and some vocational training.

For additional information on chronic care and out-patient centres, contact:

Ministry of Health
Institutional Operations Branch
7th Floor, 15 Overlea Boulevard
Toronto, Ontario M4H 1A9
(416) 965-8174

Physical Medicine and Rehabilitation Services in Public Hospitals

Most large hospitals have complete rehabilitation departments that offer in-patient and out-patient therapy and counselling services.

Public hospitals may refer more complex or long-term rehabilitation cases to specialized rehabilitation units.

General Rehabilitation Units in Public Hospitals

General rehabilitation units provide multi-disciplinary programs for patients recovering from such conditions as multiple or severe fractures, stroke, amputation or neuromuscular conditions.

Special Rehabilitation Units and Hospitals

These centres are regional and provide both in-patient and out-patient care. Services are similar to those of a general rehabilitation unit but patients usually have complicated problems requiring more specialized programs, including counselling and pre-vocational assessment. A number of centres specialize, for example, in spinal cord injuries, amputations, or services for children.

Geriatric Day Hospitals

Rehabilitation of the sick and disabled elderly takes place in a number of settings.

It is available, for example, on an in-patient or out-patient hospital basis within rehabilitation departments or through home care programs.

Patients who are suitably rehabilitated within a geriatric day hospital program are those whose most important requirement is treatment by rehabilitation sub-specialties for two or more hours, two or more

times a week and who need other services provided by a day hospital.

Geriatric day hospital programs are now available at more than 20 Ontario hospitals. Persons referred to the programs by their doctors must meet the criteria of the individual program.

For more information on special rehabilitation units and hospitals and on geriatric day hospitals, contact:

Ministry of Health
Institutional Operations Branch
7th Floor, 15 Overlea Boulevard
Toronto, Ontario M4H 1A9
(416) 965-8174

Income Maintenance

Sales Tax Exemptions

The purchase of the items listed below is exempt from provincial sales tax:

- artificial limbs and other prosthetic appliances or equipment defined by the Minister;
- orthopaedic appliances;
- hearing aids and batteries for them;
- equipment designed solely for the use of visually impaired or physically handicapped persons.

The purchase of a motor vehicle used to transport someone permanently physically disabled is eligible for a sales tax rebate. A disabled individual, family member or religious, charitable or non-profit organization providing this transportation can apply for the rebate.

For additional information or copies of the two guides, "Exemptions for the Disabled", and "Motor Vehicle Tax Refunds for the Physically Handicapped", contact your nearest Retail Sales Tax Office of the Ministry of Revenue, listed in the blue pages of the telephone directory.

Work Incentive Program (WIN)

Recipients of GAINS (D) wishing to start full-time employment can receive assistance from the Ministry of Community and Social Services.

Depending on family size and earnings, qualified applicants may be eligible for monthly cash benefits for up to two years. WIN participants are also eligible for 'back to work' expenses as well as free OHIP, drug card, eye glasses and dental care.

For additional information on this program, contact the nearest Ministry of Community and Social Services office, listed at the back of this guide.

Family Benefits Gains (D)

Through the Ministry of Community and Social Services, a monthly cash allowance and other benefits are available to individuals and families who are in need of long-term financial assistance and are elderly, disabled, blind or a parent raising children alone. The amount of the allowance varies with the size of family, age of children (if applicable), living circumstances and other special needs.

A certain amount of employment earnings is allowed without affecting the cash allowance. Disabled persons may also accumulate savings to purchase special items without jeopardizing their eligibility. This requires advance approval by the Ministry's Director of Income Maintenance.

Supplementary Aid and Special Assistance

Municipalities administer the General Welfare Assistance program which allows them to provide such special items as prostheses and wheelchairs to those eligible.

For additional information on the two preceding programs contact the nearest Ministry of Community and Social Services office, listed at the back of this guide.

Recreation and Travel

Ontario Provincial Parks

The Ministry of Natural Resources publishes "Ontario Provincial Parks Guide" which lists facilities and parks accessible to physically disabled persons.

The guide lists provincial parks having ramps for comfort stations. Additional signs are being added to assist disabled persons in using park facilities.

Parks' staff are trained to deliver services to disabled persons and group camping facilities are also being developed.

Design standards for future parks and recreational areas being developed by the Ministry ensure greater accessibility for physically disabled persons. Access to service buildings is being expanded through modified parking, boardwalks, ramps, grading and signs.

For a copy of "Ontario Provincial Parks Guide", or additional information, contact the nearest district office of the Ministry of Natural Resources, or:

Ministry of Natural Resources
Public Information Centre—Parks
Room 1640, Whitney Block
Queen's Park
Toronto, Ontario M7A 1W3
(416) 965-3081

Recreation and Leisure

The Ministry of Tourism and Recreation offers a variety of programs and services that aid in developing increased involvement in sports, fitness and other recreational activities, for all persons.

The programs and services are administered through local Community Programs Offices located throughout the province. Here, consultants work with agencies and community groups in the design of these activities and also help in the creation of other sports and recreation programs for disabled persons with special needs.

Community Programs Offices have a wide variety of printed information available. The Ministry's Resource Centre located in Toronto is also suited to provide information on all aspects of sport, recreation and other leisure activities. For more information contact the nearest Community Programs Office listed at the back of this guide or:

Ministry of Tourism and Recreation
Resource Centre
77 Bloor Street West, 9th Floor
Toronto, Ontario M7A 2R9
(416) 965-6763

Travel Publications

A guide entitled "Accommodations" identifies establishments which cater specifically to the needs of disabled persons. It is available to the public at all Ministry Travel Information Centres, Chambers of Commerce, Auto Clubs, Travel Associations and Tourism Canada.

For more information, contact:

Ontario Travel
(416) 965-4008 (English)
(416) 965-3448 (French)

Toll free lines for continental North America:
1-800-268-3735 (English)
1-800-268-3736 (French)

The reference manual "Travel Counsellors' Directory" contains details on the accessibility of facilities for disabled persons at major events and attractions in Ontario.

The directory is designed for use by travel counsellors only. Access to the manual can be obtained by contacting Ministry Travel Information Centres, Chambers of Commerce, Auto Clubs, Travel Associations and Tourism Canada.

Ontario Sports Travelcade

The Ministry has a 45-foot travelling van with a fully equipped sports library and a staff of sports specialists.

According to needs and priorities, the Travelcade van makes one or two visits to Ontario centres holding clinics and workshops and can respond to the needs of athletes, coaches, trainers and others interested in sports. Requests for the van's visit should be made well in advance.

Provincial Games for Disabled Persons

The Ministry provides funds for holding regional competitions in track and field, weight-lifting, archery, basketball, snooker and other events, leading to the annual Provincial Games for Disabled Persons.

Successful regional competitors 11 years and older are eligible for the Provincial Games.

Grants Programs

Lottery funds are available to community groups for sports, fitness and recreation projects. Information is available through the regional offices of the Ministry of Tourism and Recreation, listed at the back of this guide.

Ontario Place

Ontario Place, the popular summer entertainment and recreational attraction in Toronto, is highly accessible to those using wheelchairs. To obtain an accessibility map, or for more information, contact:

Ontario Place Corporation
955 Lakeshore Blvd. West
Toronto, Ontario M6K 3B9
(416) 965-7619

Other Programs and Services

Consulting services and financial support are provided to four provincial sports associations for persons with visual impairment, cerebral palsy, amputees and those using a wheelchair. In addition, staffing of a co-ordinating office at the Ontario Sports Centre is also provided. Contact may be made through a Community Programs Office or:

Ministry of Tourism and Recreation
Sports and Fitness Branch
77 Bloor Street West, 8th Floor
Toronto, Ontario M7A 2R9
(416) 965-4591

OR

Physically Disabled Sports Office
1220 Sheppard Avenue East
Willowdale, Ontario M2K 2X1
(416) 495-4163

Services for Children

The following seven programs are offered or administered by the Ministry of Community and Social Services. For additional information, contact the nearest Ministry office, listed at the back of this guide.

Autistic Children and Adults

This program is designed to assist autistic persons and their families by increasing residential spaces for autistic adults, creating individual and family support services and developing assessment and parental relief for children services in Northern Ontario.

Additional information can also be obtained at the nearest Northern Affairs office, listed at the back of this guide.

Child Welfare Services

Children's Aid Societies (CAS) assist families with child raising responsibilities by providing a range of support services.

Many families seeking help have children with disabilities of a learning, mental, emotional or physical nature.

Adoption services make a special effort to find homes for disabled children. The newspaper column, "Today's Child," the T.V. program "Family Finder" and the availability of subsidized adoptions all contribute to satisfying the needs of the disabled child.

Community Mental Health Services

Children's Mental Health Centres and Regional Centres for emotionally disturbed children and youth have been set up across the province to provide numerous services including emergency services, out-patient and in-patient care, therapeutic daycare and community services.

Day Nurseries Services

The Ministry licenses day care centres and nursery schools which provide spaces for six or more children.

Some of these centres serve disabled and non-disabled children on an integrated basis and other centres are for the exclusive use of developmentally or physically disabled children.

To obtain the brochure, "Day Care Tips", or for additional information, contact your nearest Ministry of Community and Social Services office, listed at the back of this guide.

Facility Services for the Developmentally Handicapped

These facilities provide programs and services for developmentally handicapped persons and their families including comprehensive treatment and training. They also support the development of community-based programs and accommodation to aid integration into the community.

Also available are residential care, assessment and diagnostic services, parental relief services as well as treatment programs including behaviour modification, social and recreational activities and consulting/advisory services.

Selected facilities conduct research and education into the causes, prevention, and treatment of developmental handicaps.

Handicapped Children's Benefits

A monthly allowance to assist with extraordinary costs is available to families caring for a severely handicapped child in the home. Drug and dental coverage are also provided.

In determining eligibility, the age of the child, the degree of dependency resulting from the handicap, the types of costs incurred and the family's financial circumstances are taken into consideration.

For additional information, contact your nearest Ministry of Community and Social Services office, listed at the back of this guide.

Special Services at Home

The Special Services at Home Program was established to help parents whose developmentally handicapped child lives at home with them.

Special Services at Home is a program of financial assistance which enables a child to receive necessary equipment and services at home which are not already available in the community. It may include the purchase of special equipment to assist in daily living or an assessment of the child's condition. It may also include arranging for the assistance of a person trained in behaviour management.

Assistive Devices Program

Prescribed by a physician and approved by the Ministry, 75 percent of the cost of assistive devices for those 18 years of age and younger is available under this program. They include prostheses, orthoses, respiratory equipment, wheelchairs, hearing aids, incontinence and ostomy supplies, and visual and communication aids.

For more information and the booklet, "Assistive Devices Program", contact your nearest Home Care office listed at the back of this guide or:

Ministry of Health
Assistive Devices Program
15 Overlea Boulevard
Toronto, Ontario M4H 1A9
(416) 963-1956
1-800-268-6021 (toll-free)

Children's Treatment Centres

On an out-patient basis, the Centres provide multi-disciplinary co-ordinated programs, including education, counselling and other rehabilitation services for physically handicapped children from infancy to 18 years.

The services are designed to assist each child in reaching their greatest level of achievement in their own community.

For additional information, contact:

Ministry of Health
Institutional Operations Branch
7th Floor, 15 Overlea Boulevard
Toronto, Ontario M4H 1A9
(416) 965-8174

Transportation

Transportation Services for Physically Disabled Persons

The Ministry of Transportation and Communications provides funding to municipalities that offer transportation services to physically disabled persons unable to board regular transit vehicles.

The Ministry also makes substantial funds available to municipalities to improve accessibility to existing transit systems.

Parking Facilities and Vehicle Identification

Municipalities have the authority to implement and enforce privileged on and off-street parking for disabled persons. Under the authority of the Municipal Act, municipalities can provide identification for vehicles operated by disabled persons or drivers transporting disabled persons and can require parking lot operators to provide special parking areas.

The provincial “disabled symbol” licence plate is equivalent to a municipal permit and confers the same benefits to the holder under the local bylaw. The Ministry of Transportation and Communications issues the plate free of charge. These allow physically disabled drivers and/or others driving them to park in designated parking spots throughout the province.

Full information on municipal regulations is available from each municipality clerk. Check the blue pages of the telephone directory.

Publications

These government publications are available:
 "Transportation for the Physically Disabled—Policy Summary"; and "Guide For Disabled Drivers In Ontario".

For these or additional information, contact:

Ministry of Transportation
 and Communications
 Transit Office
 3rd Floor, West Tower
 1201 Wilson Avenue
 Downsview, Ontario M3M 1J8
 (416) 248-3785

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Telephone Listings

Ministry of Community and Social Services

Northern Ontario Area Offices

Sudbury	(705) 675-4515
Thunder Bay	(807) 475-1345
North Bay	(705) 474-4452

District Offices

Timmins	(705) 267-7901
Sault Ste. Marie	(705) 759-8244
Sudbury	(705) 675-4515
North Bay	(705) 474-3540
Thunder Bay	(807) 475-1515
Kenora	(807) 468-3056

Central Ontario Area Offices

Toronto	(416) 965-1433
Barrie	(705) 737-1311
Mississauga	(416) 276-7670

Southeastern Ontario Area Offices

Kingston	(613) 547-3431
Peterborough	(705) 742-9292
Ottawa	(613) 234-1188

Southwestern Ontario Area Offices

Hamilton	(416) 521-7280
London	(519) 438-5111
Waterloo	(519) 886-4700
Windsor	(519) 254-1651

Ministry of Education Developmental Centres' Schools

Adult Occupational Centre, Edgar Barrie	(705) 728-6910
Huron Regional Centre Orillia	(705) 326-7361
Midwestern Regional Centre Palmerston	(519) 343-2015
Prince Edward Heights Picton	(613) 476-2105
Rideau Regional Centre Smiths Falls	(613) 283-5533

South Cottage School Kingston	(613) 549-5600
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Southwestern Regional Centre Blenheim	(519) 676-5431
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Ministry of Health

These Ministry of Health Home Care Program offices are responsible for the delivery of acute and chronic home care services, as described on page 16. The offices are also responsible for providing information on the Assistive Devices Program, mentioned on page 39. For additional information contact your nearest Home Care office:

Belleville	(613) 966-3530
Brampton	(416) 791-9400
Brantford	(519) 759-7752
Brockville	(613) 345-0060
Burlington	(416) 639-5141
Chatham	(519) 352-7270
Clinton	(519) 482-3411
Cornwall	(613) 933-1375
Fort Frances	(807) 274-9384
Guelph	(519) 823-2550
Hamilton	(416) 523-8600
Huntsville	(705) 789-8828
Kenora	(807) 468-6740
Kingston	(613) 549-1239
Kirkland Lake	(705) 567-9355
Lindsay	(705) 324-9165
London	(519) 433-4088
Midhurst	(705) 722-3344
Newmarket	(416) 895-1240
North Bay	(705) 476-1144
Oshawa	(416) 723-8531
Ottawa	(613) 722-2029
Owen Sound	(519) 371-2112
Parry Sound	(705) 746-9321
Pembroke	(613) 735-4133
Peterborough	(705) 743-2212
Sarnia	(519) 336-8112
Sault Ste. Marie	(705) 949-1650
Simcoe	(519) 426-7400

St. Catherines	(416) 684-9441
St. Thomas	(519) 631-9907
Stratford	(519) 273-2010
Sudbury	(705) 522-3460
Thunder Bay	(807) 623-4977
Timmins	(705) 267-1181
Toronto	(416) 229-2929
Waterloo	(519) 886-8160
Windsor	(519) 253-4612
Woodstock	(519) 539-1284

If there is not a Home Care office in your area, contact the Ministry of Health, directly, at (416) 963-1360/4 or dial "O" and ask for Zenith 6-9100.

Ministry of Northern Affairs and Mines

Northern Affairs Offices

Northeastern Ontario Offices (Area Code 705)

Blind River	356-2226
Chapleau	864-1515
Cochrane	272-4274
Elliot Lake	848-7133
Espanola	869-1532
Hearst	362-4358
Iroquois Falls	232-4001
Kapuskasing	335-6008
Kirkland Lake	567-3291
Mindemoya	377-5396
Moosonee	336-2991
New Liskeard	647-7391
North Bay	472-3911
Sault Ste. Marie	254-6623
Sturgeon Falls	753-2900
Sudbury	675-4451
Timmins	267-1401
Wawa	856-2354

Northwestern Ontario Offices (Area Code 807)

Atikokan	597-2701
Dryden	223-5231
Fort Frances	274-5329
Geraldton	854-0266
Ignace	934-2260
Kenora	468-5548
Marathon	229-1153
Rainy River	852-3287
Red Lake	727-2870
Sioux Lookout	737-1318
Thunder Bay	475-1425

In outlying northern areas, dial zero and ask for Zenith 3-3160 (toll-free).

Ministry of Tourism and Recreation

All Ministry sponsored programs and services are delivered through the regional offices located across the province. For additional information or assistance, contact the regional office nearest you:

Northwestern Region (Area Code 807)

Thunder Bay	475-1255
Kenora	468-6481
Fort Frances	274-3259
Dryden	223-2271

Northeastern Region (Area Code 705)

North Bay	474-3821
Sault Ste. Marie	942-3751
Sudbury	675-4346
Timmins	267-7117

Eastern Region

Brockville	(613) 342-5522
Kingston	(613) 547-2235
Ottawa	(613) 566-3725
Peterborough	(705) 748-3711

Central Region

Barrie	(705) 737-3301
	1-800-461-4499 (toll-free)
Hamilton	(416) 521-7244
Huntsville	(705) 789-4448
Orillia	(705) 325-1363
Owen Sound	(519) 376-3875
St. Catharines	(416) 688-6472
Toronto	(416) 965-0286

Southwestern Region

Hanover	(519) 364-1626
Kitchener	(519) 578-3600
London	(519) 679-7156
	1-800-265-4730 (toll-free)
Windsor	(519) 256-4919
	1-800-265-1330 (toll-free)

- Notes -

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The Secretariat for Disabled Persons, publisher of this guide, is grateful to the many organizations working with disabled persons for their assistance in distribution of this publication.

For further copies of this guide, contact:

Secretariat for Disabled Persons
3rd Floor, 700 Bay Street
Toronto, Ontario
M5G 1Z6
(416) 965-3165
TTY/TDD (416) 965-8042

3 1761 11468967 2

Pour obtenir la version française de ce guide,
composez 1-800-268-7507



Ontario

TONY RUPRECHT, MINISTER WITHOUT
PORTFOLIO FOR DISABLED PERSONS

SECRETARIAT FOR
DISABLED PERSONS

DAVID PETERSON, PREMIER